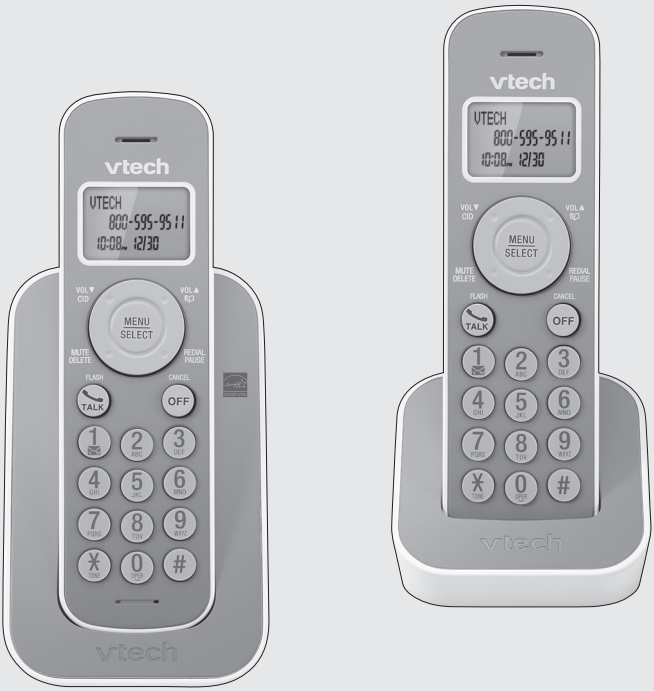
vtech®

Complete user's manual

www.vtechcanada.com



Models:

FS6214/FS6214-11/
FS6214-2/FS6214-21

DECT 6.0

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** on page 40 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechcanada.com.

The ENERGY STAR® program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

Table of contents

Getting started 1
Parts checklist 1
Telephone base and charger installation 2
Battery installation 3
Battery charging 4
Wall mounting 5
Handset layout 6
Telephone base layout 8

Telephone settings 9
Using the menu 9
Ringer volume 9
Ringer tone 10
Set date and time 11
LCD language 12
Clear voicemail 13
Key tone 14
Home area code 14
Dial mode 15

Telephone operation 16
Make a call 16
Predial a call 16
Answer a call 16
End a call 16
Volume 16
Mute 17
Call waiting 17
Temporary ringer silencing 17
Temporary tone dialing 18
Redial 18
Chain dialing 19
Web address 20
Find handset 20

Directory 21
About the directory 21
Add a directory entry 22
Review and dial from the directory 24
Alphabetical search 24
Edit a directory entry 25
Delete a directory entry 25

Caller ID 26
About caller ID 26
Information about caller ID with call waiting 26
Caller ID log 27
Missed call indicator 27
Memory match 28
Review and dial from the caller ID log 28
View dialing options 29
Save a caller ID log entry to the directory 30
Delete the caller ID log entries 31
Caller ID log screen messages 31

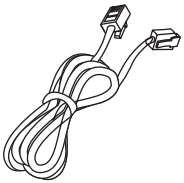
Appendix 32
Screen messages 32
Handset icons 33
Battery 34
Troubleshooting 35
Important safety instructions 40
Precautions for users of implanted cardiac pacemakers 41
Operating range 41
ECO mode 41
Maintenance 42
About cordless telephones 43
The RBRC® seal 43
Limited warranty 44
FCC, ACTA and IC regulations 46
Technical specifications 47

Index 48

Getting started

Parts checklist

Your telephone contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



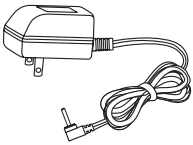
Telephone line cord

Battery compartment cover

(1 for FS6214/FS6214-11)
(2 for FS6214-2/FS6214-21)

Battery

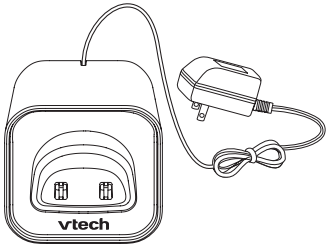
(1 for FS6214/FS6214-11)
(2 for FS6214-2/FS6214-21)



Telephone base power adapter

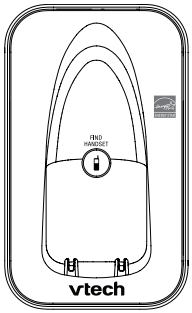
Handset

(1 for FS6214/FS6214-11)
(2 for FS6214-2/FS6214-21)

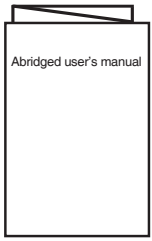


Charger and charger adapter

(1 for FS6214-2/FS6214-21)



Telephone base



Abridged user's manual

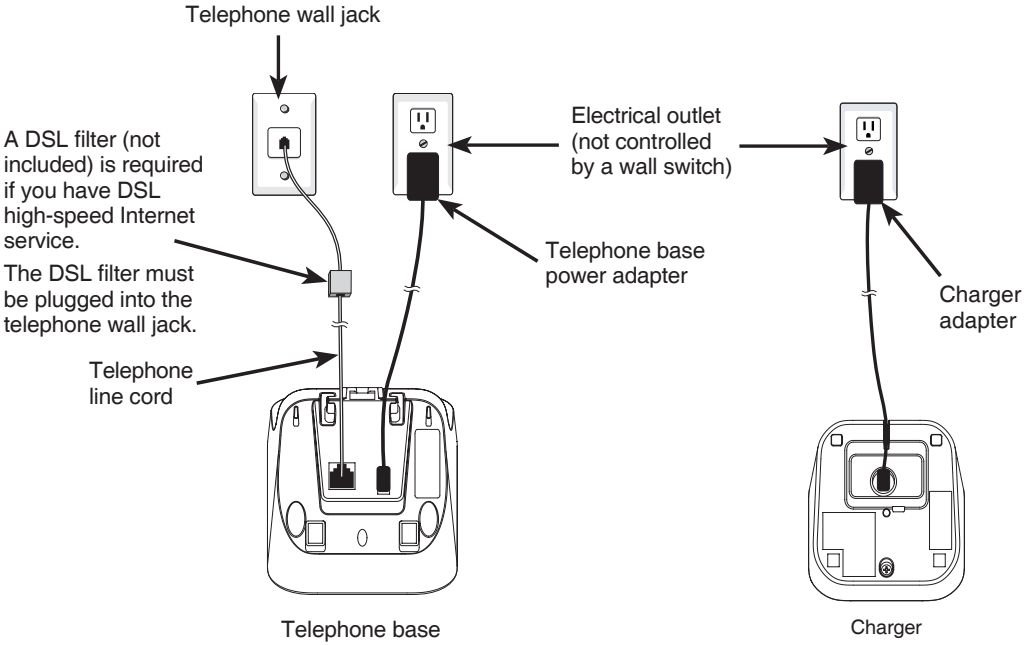
note To purchase a replacement battery or power adapter, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.

Getting started

Telephone base and charger installation

Install the telephone base and charger as shown below.

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, you must install a DSL filter between the telephone line cord and telephone wall jack. Contact your DSL service provider for more information about DSL filters.


Telephone wall jack
A DSL filter (not included) is required if you have DSL high-speed Internet service.
The DSL filter must be plugged into the telephone wall jack.
Telephone line cord
Electrical outlet (not controlled by a wall switch)
Telephone base power adapter
Charger adapter
Telephone base
Charger

note

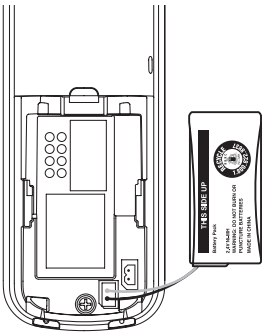
- Use only the power adapters supplied with this product. To order a replacement, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Getting started

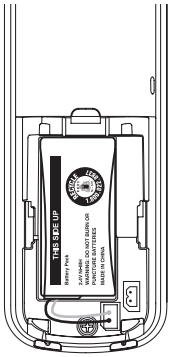
Battery installation

Install the battery as shown below.

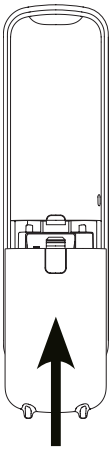
1. Plug the battery connector securely into the socket, matching the orientation of the engraved label.



2. Place the battery with the label **THIS SIDE UP** facing up and the wires inside the battery compartment.



3. Slide the battery compartment cover towards the center of the handset until it clicks into place.



4. Place the handset in the telephone base or charger to charge. The LCD backlight turns on for 10 seconds to denote that the battery is being charged.

note

- If the handset will not be used for a long period of time, disconnect and remove the battery to prevent any possible leakage.
- To purchase replacement batteries, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.

Getting started

Battery charging

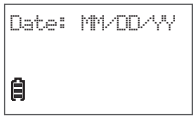
Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the telephone base or charger to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 12 hours of continuous charging. See the table on page 34 for battery operating times.

If the screen is blank or displays **Put in charger**, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use for a short time. When the battery is low, the handset displays **Low battery** along with a flashing icon. If you are on a call in low battery mode, the handset plays short beeps to alert you.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank, or displays **Put in charger** and flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen displays **Low battery** and flashes.	The battery has enough charge to be used for a short time.	Charge without interruption (about 30 minutes).
The screen displays **HANDSET X**.	The battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

After you install your telephone or power returns following a power outage, the handset will prompt you to set the date and time. For instructions, see **Set date and time** on page 11. To skip setting, press **CANCEL**.



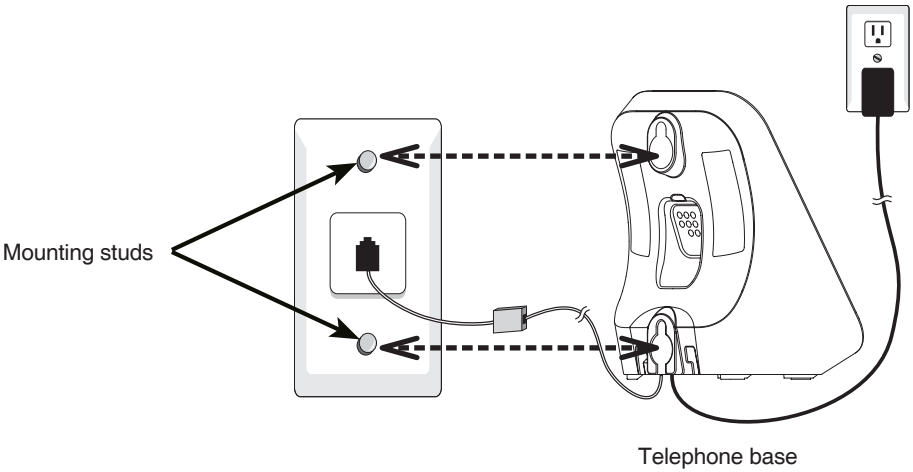
Getting started

Wall mounting (optional)

Your telephone comes ready for tabletop use.

To mount your telephone on the wall:

1. Position the top hole at the back of the telephone base against the top mounting stud on the wall plate.
2. Align the holes on the telephone base against the mounting studs on the wall plate. Then slide the telephone base down until it locks into place.



Getting started

Handset layout

VOL▼/CID

- Press to review the caller ID log when the telephone is not in use (page 28).
- During a call, press to decrease the listening volume (page 16).
- Press to scroll down while in a menu, or reviewing the directory, caller ID log or redial list.
- While entering numbers or names in the directory, press to move the cursor to the left.

MUTE/DELETE

- While on a call, press to mute the microphone (page 17).
- While using the dialing keys, press to delete digits or characters (page 16 or page 22).
- While the handset is ringing, press to silence the ringer temporarily (page 17).
- While reviewing the directory, caller ID log or redial list, press to delete the displayed entry (page 25, page 31 or page 18).

TALK/FLASH

- Press to make or answer a call (page 16).
- During a call, press to answer an incoming call when you receive a call waiting alert (page 17).

1

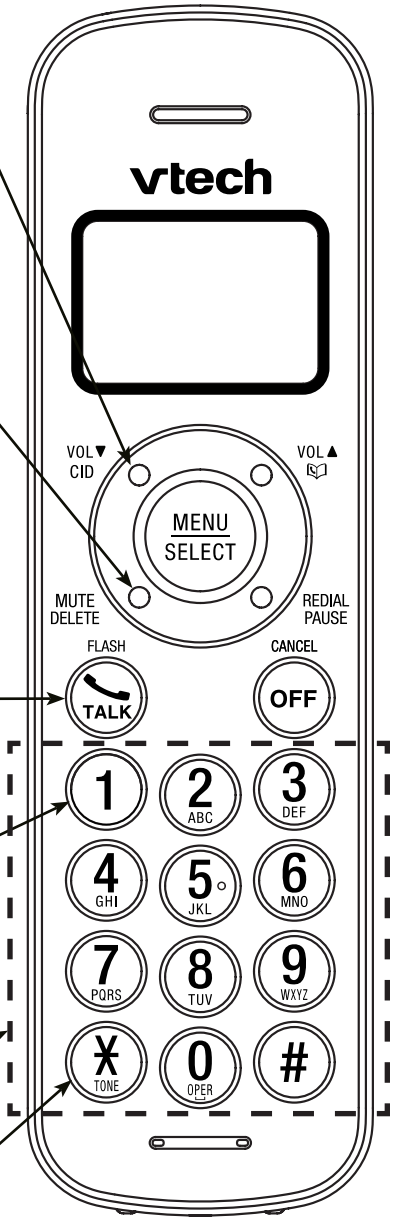
- While reviewing a caller ID log entry, press repeatedly to add or remove 1 in front of the caller ID log entry before dialing or saving it to the directory (page 29).

Dialing keys

- Press to enter numbers or characters.
- Press to answer an incoming call (page 16).

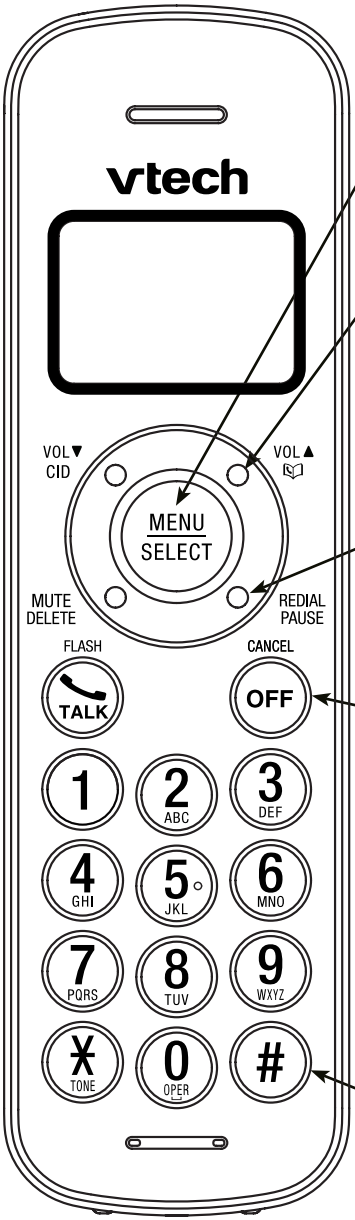
✱TONE

- While on a call, press to switch to tone dialing temporarily when using pulse service (page 18).



Getting started

Handset layout



MENU/SELECT

- Press to show the menu (page 9).
- While in a menu, press to choose an item, or save an entry or setting.

VOL▲/📖

- Press to review the directory when the telephone is not in use (page 24).
- During a call, press to increase the listening volume (page 16).
- Press to scroll up while in a menu, or reviewing the directory, caller ID log or redial list.
- While entering numbers or names in the directory, press to move the cursor to the right.

REDIAL/PAUSE

- Press repeatedly to review the last five numbers dialed (page 18).
- While dialing or entering numbers, press and hold to insert a dialing pause (page 16, page 22 or page 23).

OFF/CANCEL

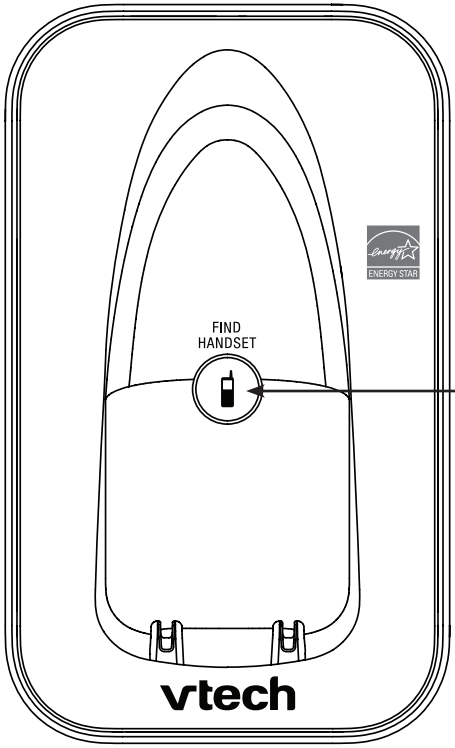
- During a call, press to hang up (page 16).
- While the handset is ringing, press to silence the ringer temporarily (page 17).
- Press and hold to erase the missed call indicator when the phone is not in use (page 27).
- While in a menu, press to return to the previous menu.
- While in a menu, press and hold to return to idle mode.
- While predialing, press to delete digits (page 16).

#

- Press repeatedly to show other dialing options when reviewing a caller ID log entry (page 29).

Getting started

Telephone base layout



/FIND HANDSET

- Press to page all system handsets (page 20).

Telephone settings

Using the menu

You can use a cordless handset to change the telephone settings.

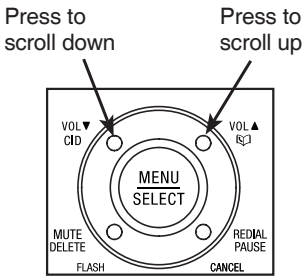
In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls.

In the settings menu, you can change the settings for LCD language, voicemail indicators, key tone, home area code and dial mode.

To enter the handset menu:

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ until the handset displays the desired feature menu.
3. Press **SELECT** to enter that menu.

- To return to the previous menu, press **CANCEL**.
- To return to idle mode, press and hold **CANCEL**.



Ringer volume

You can adjust the ringer volume or turn the ringer off on each handset. When the ringer is turned off, the handset displays **Ringer off**.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays **Ringers**, then press **SELECT**.
3. The handset displays **Ringer volume**, then press **SELECT**.
4. The handset displays **Volume:** with the current setting flashing. Press ▼ or ▲ to sample each ringer volume level.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

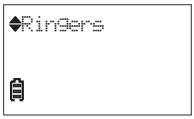
note If the ringer volume is set to off, that handset is silenced for all incoming calls except paging tone.

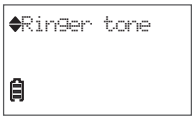
Telephone settings

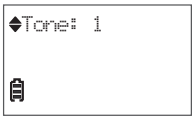
Ringer tone

You can choose from different ringer tones on each handset.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays ⇕**Ringers**, then press **SELECT**.
3. Press ▼ or ▲ until the handset displays ⇕**Ringer tone**, then press **SELECT**.
4. The handset displays ⇕**Tone:** with the current setting flashing. Press ▼ or ▲ to sample each ringer tone.
5. Press **SELECT** to save your selection. You hear a confirmation tone.







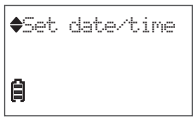
note If you turn off the ringer volume, you will not hear ringer tone samples.

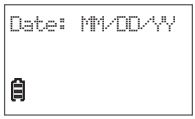
Telephone settings

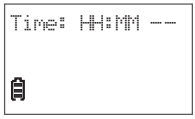
Set date and time

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. You can also set the date and time manually.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays ◆**Set date/time**, then press **SELECT**.
3. Press ▼ or ▲ to select the month then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**12**).
4. Press ▼ or ▲ to select the date then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**31**).
5. Press ▼ or ▲ to select the year then press **SELECT**, or use the dialing keys to enter a two-digit number (**00**-**99**) then press **SELECT**.
6. Press ▼ or ▲ to select the hour then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**12**).
7. Press ▼ or ▲ to select the minute then press **SELECT**, or use the dialing keys to enter a two-digit number (**00**-**59**).
8. Press ▼ or ▲ to select **AM** or **PM**.
9. Press **SELECT** to save the settings. You hear a confirmation tone.







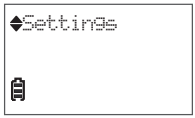
note

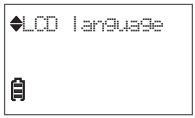
- When there is a power failure, the date and time need to be reset.
- The handset plays two beeps if you enter an invalid number.

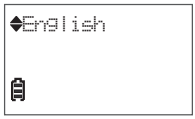
Telephone settings

LCD language

You can select English, French or Spanish to be used in all screen displays.







1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays **Settings**, then press **SELECT**.
3. Press **SELECT** to choose **LCD language**.
4. Press ▼ or ▲ to choose **English**, **Français** or **Español**, then press **SELECT**.
   - The handset displays **Set English?** when you choose **English**.
   - The handset displays **Set Francais?** when you choose **Français**.
   - The handset displays **Set Espanol?** when you choose **Español**.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

note If you accidentally change the LCD language to French or Spanish, you can reset it back to English easily by pressing **MENU** then entering **¥364#**. Then press **OFF**.

Telephone settings

Clear voicemail

If you subscribe to voicemail service offered by your telephone service provider, the handsets display **New voicemail** and ✉ when you have new voicemail messages. Contact your telephone service provider for more information about using your voicemail service.

After you have listened to all new voicemail messages, the indicators on the handsets turn off automatically.

Use the clear voicemail feature when the telephone indicates that there is new voicemail but there are none (for example, when you have accessed your voicemail while away from home). The clear voicemail feature only turns off the indicators; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

To manually turn off these indicators:

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays ⇕**Settings**, then press **SELECT**.
3. Press ▼ or ▲ until the handset displays ⇕**Clr voicemail**, then press **SELECT**. The handset displays **Reset VM Icon?**
4. Press **SELECT** to save your selection. You hear a confirmation tone.

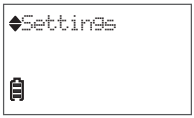
note Your telephone service provider may alert you of new messages with a stutter (broken) dial tone. Contact your telephone service provider for details.

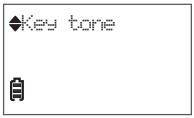
Telephone settings

Key tone

You can turn the key tone on or off for each handset.

If you turn the key tone on, the handset beeps with each key press. If you turn the key tone off, there are no beeps when you press the handset keys.

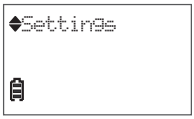


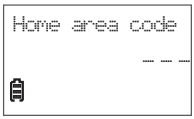


1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays **Settings**, then press **SELECT**.
3. Press ▼ or ▲ until the handset displays **Key tone**, then press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

Home area code

If you dial local calls using only seven digits (area code not required), you can program your home area code so that when you receive a call within your local area, the telephone number is automatically stored in the caller ID log without the area code.





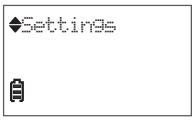
1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ until the handset displays **Settings**, then press **SELECT**.
3. Press ▼ or ▲ until the handset displays **Home area code**, then press **SELECT**.
4. Use the dialing keys (**0**-**9**) to enter the desired home area code.
   - Press **DELETE** to delete a digit.
   - Press and hold **DELETE** to delete all digits.
5. Press **SELECT** to save. You hear a confirmation tone.

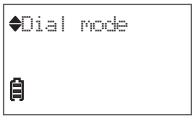
note If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, follow the steps above to delete the home area code you have already programmed. After you have deleted the home area code, _ _ _ appears.

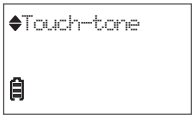
Telephone settings

Dial mode

The dial mode is preset to touch-tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the telephone to make a call.



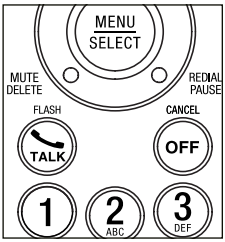




1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ until the handset displays **Settings**, then press **SELECT**.
3. Press ▼ or ▲ until the handset displays **Dial mode**, then press **SELECT**.
4. Press ▼ or ▲ to choose **Touch-tone** or **Pulse**.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

Telephone operation

Make a call



1. Press TALK on the handset.
2. When you hear a dial tone, dial the number with the dialing keys (**0**-**9**).

note

- The handset displays the elapsed time as you talk (in hours, minutes and seconds).
- While entering numbers, press and hold **PAUSE** to insert a dialing pause (a **P** appears).

Predial a call

1. Enter the number with the dialing keys (**0**-**9**).
2. Press TALK to dial.

note

- The handset displays the elapsed time as you talk (in hours, minutes and seconds).
- While predialing, press **DELETE** or **CANCEL** to backspace and delete; press and hold **PAUSE** to insert a dialing pause (a **P** appears).

Answer a call

- Press TALK or any dialing key (**0**-**9**, ✱**TONE** or #).

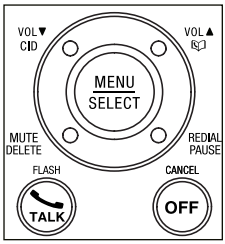
End a call

- Press **OFF** or put the handset to the telephone base or charger.

Volume

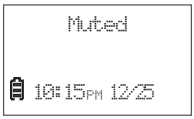
During a call, press **VOL▼** or **VOL▲** to adjust the listening volume.

When the volume reaches the minimum or maximum setting, you hear two beeps.



Telephone operation

Mute



The mute function allows you to hear the other party but the other party cannot hear you.

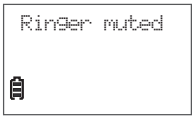
- During a call, press **MUTE**. The handset displays **Muted** until the mute function is turned off.
- Press **MUTE** again to resume the conversation. The handset displays **Microphone on** briefly.

Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert tone if there is an incoming call while you are already on another call.

- Press **FLASH** to put the current call on hold and take the new call.
- Press **FLASH** at any time to switch back and forth between calls.

Temporary ringer silencing



When the telephone is ringing, you can temporarily silence the handset ringer without disconnecting the call. The next call rings normally at the preset volume.

- Press **OFF** or **MUTE**, and then **Ringer muted** displays briefly.

note Each handset rings when there is an incoming call unless the ringer volume of that handset is turned off.

Telephone operation

Temporary tone dialing

If you have pulse (rotary) service only, you can switch from pulse to touch-tone dialing temporarily during a call. This is useful if you need to send touch-tone signals to access your telephone banking or long distance services.

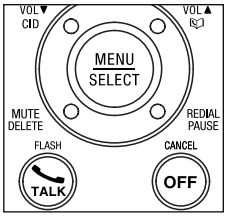
1. During a call, press ✱**TONE**.
2. Use the dialing keys to enter the number. The telephone sends touch-tone signals. It automatically returns to pulse dialing mode after you end the call.

Redial

Each handset stores the five most recently dialed numbers.

- When there are already five entries, the oldest entry is deleted to make room for the new entry.
- Entries are in reverse chronological order.
- The handset plays two beeps when you reach the end or beginning of the redial list, or when you access the redial list with no records.

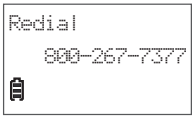
To review and dial a redial entry:



1. Press **REDIAL** when the phone is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.
3. Press TALK to dial.

-OR-

1. Press TALK when the phone is not in use.
2. Press **REDIAL** and then press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.
3. Press **SELECT** to dial.



To delete a redial entry:

1. Press **REDIAL** when the handset is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly to browse to the desired entry.
3. Press **DELETE** to delete the displayed number. You hear a confirmation tone.

Telephone operation

Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the directory, caller ID log or redial list while you are on a call. Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID log or redial list.

To access a number in the directory:

1. Press **MENU** while on a call.
2. Press **SELECT** to choose ♦**Directory**.
3. Press ▼ or ▲ to scroll to the desired entry.
4. Press **SELECT** to dial the displayed number.

To access a number in the caller ID log:

1. Press **MENU** while on a call.
2. Press ▼ or ▲ to scroll to ♦**Caller ID log**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to the desired entry.
4. Press **SELECT** to dial the displayed number.

To access a number on the redial list:

1. Press **REDIAL** while on a call.
2. Press ▼, ▲ or **REDIAL** repeatedly to browse to the desired entry.
3. Press **SELECT** to dial the displayed number.

note Press **CANCEL** to exit the directory, caller ID log or redial list when you are on a call.

Telephone operation

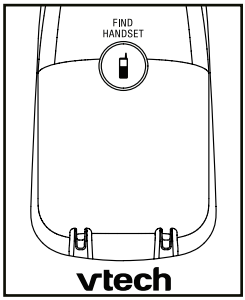
Web address

Use this feature to view the VTech website address.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the handset displays **Web address**, then press **SELECT**. The handset displays the VTech website address.

Find handset

Use this feature to find all system handsets.



To start paging:

- Press **/FIND HANDSET** on the telephone base when not in use. All idle handsets ring and display ** **Paging** **.

To end paging:

- Press **/FIND HANDSET** on the telephone base.

-OR-

- Press TALK, **OFF** or any dialing key (**0**-**9**, ***TONE** or **#**) on a handset.

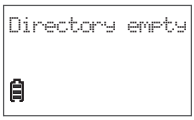
note Press **MUTE** to turn off the ringer of a handset temporarily. Paging tone continues on the other handset.

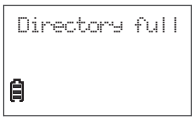
Directory

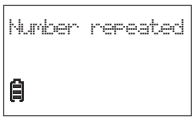
About the directory

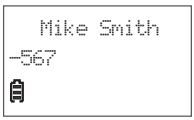
Each handset can store up to 30 directory entries. Each entry may consist of a phone number up to 30 digits and a name up to 15 characters.

- Each handset directory is independent. Any modifications made on one handset are not reflected on all other handsets.
- When you access the directory without records, the handset displays **Directory empty**.
- When the directory is full and you try to save an entry, the handset displays **Directory full**.
- When you try to save an entry already stored in the directory, the screen displays **Number repeated**.
- When the telephone number in the directory exceeds 15 digits, a dash appears after the 14th digit, and then the remaining digits are shown beginning with a dash.



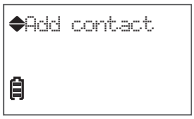


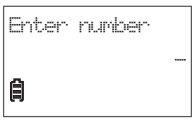


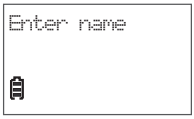


Directory

Add a directory entry







1. Press **MENU** when the handset is not in use.
2. Press **SELECT** to choose **Directory**.
3. Press **SELECT** to choose **Add contact**.
4. When **Enter number** displays, use the dialing keys to enter a number (up to 30 digits).
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **DELETE** to backspace and erase a digit.
   - Press and hold **DELETE** to erase all digits.
   - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).

   -OR-

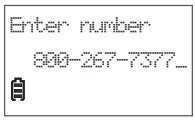
   Copy a number from the redial list by pressing **REDIAL**. Then press ▼, ▲ or **REDIAL** repeatedly to find the desired number. Press **SELECT** to copy the number.
5. Press **SELECT** to move on to the name.
6. When **Enter name** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of each word is capitalized.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.
   - Press **DELETE** to backspace and erase a character.
   - Press and hold **DELETE** to erase all characters.
7. Press **SELECT** to confirm. The handset displays **Saved** and then you hear a confirmation tone.

Directory

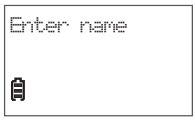
Add a directory entry

-OR-

1. Use the dialing keys to enter a number (up to 30 digits) when the handset is not in use. Press **SELECT**. The handset displays **Enter number**. If the number entered has more than 11 digits, the handset will not display **Enter number**.



   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **DELETE** to backspace and erase a digit.
   - Press and hold **DELETE** to erase all digits.
   - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).



   -OR-

   Copy a number from the redial list by pressing **REDIAL**. Then press ▼, ▲ or **REDIAL** repeatedly to find the desired number. Press **SELECT** to copy the number.

2. Press **SELECT** to move on to the name.
3. When **Enter name** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of each word is capitalized.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.
   - Press **DELETE** to backspace and erase a character.
   - Press and hold **DELETE** to erase all characters.
4. Press **SELECT** to confirm. The handset displays **Saved** and then you hear a confirmation tone.

Directory

Review and dial from the directory

Entries are sorted alphabetically.

1. Press 📖 when the phone is not in use. The handset displays the first entry in the directory.
2. Press ▼ or ▲ to browse. When the desired entry displays, press TALK to dial.

-OR-

1. Press **MENU** when the phone is not in use.
2. Press **SELECT** to choose **Directory**.
3. Press ▼ or ▲ to scroll to **Review** and then press **SELECT**. The handset displays the first entry in the directory.
4. Press ▼ or ▲ to browse. When the desired entry displays, press TALK to dial.

Alphabetical search

To start an alphabetical search:

1. Press 📖 when the handset is not in use. The handset displays the first entry in the directory.

   -OR-

   i. Press **MENU** when the handset is not in use.

   ii. Press **SELECT** to choose **Directory**.

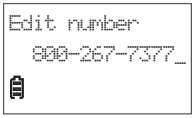
   iii. Press ▼ or ▲ to scroll to **Review**, then press **SELECT**. The handset displays the first entry in the directory.

2. Use the dialing keys to enter the letter associated with the name. For example, if you have entries for Jenny, Jessie, Kristen and Laura in your directory, press **5** (JKL) once to see Jenny (when **Jenny** displays, press ▼ to see **Jessie**), twice to see Kristen, or three times to see Laura. If there is no name entry matching your search, the next closest match in alphabetical order appears. If necessary, press ▼ or ▲ to browse.

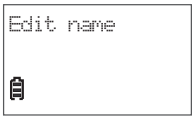
Directory

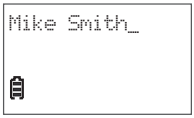
Edit a directory entry

1. Search for the desired entry in the directory (see **Review and dial from the directory** or **Alphabetical search** on page 24).
2. When the desired entry appears, press **SELECT**. The handset displays **Edit number** and the stored number.
   - If the number has more than 11 digits, the handset only displays the stored number.



3. Use the dialing keys to edit the number.
   - Press **DELETE** to backspace and erase a digit.
   - Press and hold **DELETE** to erase the entire entry.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press and hold **PAUSE** to insert a dialing pause (a **P** appears).
4. Press **SELECT** to move on to edit the name. The handset displays **Edit name** and then the stored name.
5. Use the dialing keys to edit the name (up to 15 characters). Additional key presses show other characters of that particular key.
   - Press **DELETE** to backspace and erase a character.
   - Press and hold **DELETE** to erase the entire entry.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.

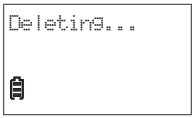




6. Press **SELECT** to confirm. The handset displays **Saved** and then you hear a confirmation tone.

Delete a directory entry

1. Search for the desired entry in the directory (see **Review and dial from the directory** or **Alphabetical search** on page 24).
2. When the desired entry appears, press **DELETE**. The handset displays **Delete contact?** and the number.
3. Press **SELECT** to confirm. The handset displays **Deleting ...** and then **Contact deleted**. You hear a confirmation tone.



Caller ID

About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number that are sent by your telephone service provider after the first or second ring. Caller ID allows you to see the name, number, date and time of calls.

Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, even while on another call.

It may be necessary to change your telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need to combine these services).
- You have only caller ID service, or only call waiting service.
- You do not subscribe to caller ID or call waiting services.

There are fees for caller ID services. In addition, services may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date, along with the call information, are from the telephone service provider.

You can use this product with regular caller ID service, or you can use this product's other features without subscribing to caller ID or combined caller ID with call waiting service.

Caller ID

Caller ID log

If you subscribe to caller ID service, information about each caller will display after the first or second ring. If you answer a call before the caller information displays on the handset, it will not be saved in the caller ID log.

- The caller ID log stores up to 30 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. If the telephone number has more than 15 digits, only the last 15 digits display. If the name has more than 15 characters, only the first 15 characters are displayed and saved in the caller ID log.
- You can review, redial and copy an entry into the directory.
- Entries display in reverse chronological order.
- When the caller ID log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX missed calls** displays when you have incoming calls that have not been answered.
- **Call log empty** displays when you access the caller ID log without records.
- Caller ID log entries are shared by all system handsets. Any deletions made on one handset are reflected on all other handsets.
- Only one handset can review the caller ID log at a time. If a handset tries to enter the caller ID log while another handset is already in it, **Not available** displays.

note

- For caller ID log entries with numbers between 16 and 24 digits, in order to view the entire number, you must save the entry to the directory (see page 30).
- If the phone number has more than 24 digits, it will not be saved or shown in the caller ID log.

Missed call indicator

When you have incoming calls that have not been answered, the handset displays **XX missed calls**.

Each time you review a caller ID log entry marked ***NEW***, the number of missed calls decreases by one.

When you have reviewed all the missed calls, the missed call indicator no longer displays.

If you do not want to review the missed calls one by one, press and hold **CANCEL** on the idle handset to erase the missed call indicator. All the entries are then considered old and kept in the caller ID log.

Caller ID

Memory match

When the incoming telephone number matches the last seven digits of a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Linda Jones calls, her name appears as **Linda** if this is how you entered it into your directory.

note The number displays in the caller ID log is in the format sent by the telephone service provider. The telephone service provider usually delivers 10-digit phone numbers (area code plus telephone number). If the phone number of the caller does not match a number in your directory, the name will appear as it is delivered by the telephone service provider.

Review and dial from the caller ID log

1. Press **CID** when the phone is not in use. The handset displays the first entry in the caller ID log.
2. Press ▼ or ▲ to browse.
3. When the desired entry displays, press TALK to dial.

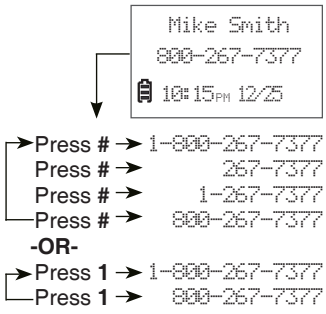
-OR-

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⇕**Caller ID log** then press **SELECT**.
3. Press **SELECT** to choose ⇕**Review**.
4. Press ▼ or ▲ to browse.
5. When the desired entry displays, press TALK to dial.

note You hear a double beep when you reach the beginning or end of the caller ID log.

Caller ID

View dialing options



Although the caller ID log entries received have 10 digits (the area code plus the seven-digit number), in some areas, you may dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from or store to the directory.

While reviewing the caller ID log, press **#** (pound key) repeatedly to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.

Press **1** repeatedly if you need to add or remove 1 in front of the telephone number before dialing or saving it in the directory.

When the number is shown in the correct format for dialing, press TALK to dial.

Caller ID

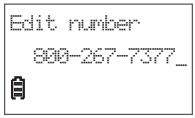
Save a caller ID log entry to the directory

1. Press **CID** when the phone is not in use.

   -OR-

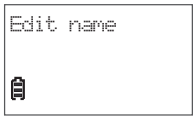
   Press **MENU** when the phone is not in use. Press ▼ or ▲ to scroll to **↕Caller ID log**. Then press **SELECT** twice.

2. When the desired entry appears, press **SELECT**. The handset displays **Edit number** and the stored number.



3. Use the dialing keys to edit the number (up to 24 digits).
   - Press **DELETE** to backspace and erase a digit.
   - Press and hold **DELETE** to erase the entire entry.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press and hold **PAUSE** to insert a dialing pause (a **P** appears).

4. Press **SELECT** to move on to edit the name. The handset displays **Edit name**.



5. Use the dialing keys to enter the name (up to 15 characters). Additional key presses show other characters of that particular key.
   - Press **DELETE** to backspace and erase a character.
   - Press and hold **DELETE** to erase the entire entry.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.

6. Press **SELECT** to confirm. The handset displays **Saved** and then you hear a confirmation tone.

note If you try to save an entry without caller ID information, the handset displays **Unable to save** and you hear a double beep.

Caller ID

Delete the caller ID log entries

To delete an entry:

1. When in the caller ID log, press ▼ or ▲ to browse.
2. Press **DELETE** to delete the selected entry. The handset displays **Deleting...** and then you hear a confirmation tone.

To delete all entries:

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to **Caller ID log**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Del all calls**, then press **SELECT**.
4. Press **SELECT** to confirm. The handset displays **Deleting...** and then you hear a confirmation tone.

Caller ID log screen messages

Displays	When
PRIVATE NAME	The caller is blocking the name information.
PRIVATE NUMBER	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No call information is available about this caller.
LONG DISTANCE -OR- L (before the caller's number)	It is a long distance call.

Appendix

Screen messages

Call log empty	There are no caller ID log entries.
Contact deleted	A directory entry is deleted.
Directory empty	There are no directory entries.
Directory full	The directory is full.
Ended	You have just ended a call.
Incoming call	There is an incoming call.
Line in use	A system handset or another telephone on the same line is in use.
Low battery	The battery needs to be recharged.
Microphone on	MUTE is turned off and the person on the other end can hear you.
Muted	You have turned off the handset microphone. The other party cannot hear you but you can hear the other party.
New voicemail	There are new voicemail message(s) from your telephone service provider.
No line	There is no telephone line connected.
Not available	Another handset is already in the caller ID log.
Number repeated	The telephone number you have entered is already stored in the directory.
Out of range or no pwr at base	The telephone base has lost power, or the handset is out of range.
Phone	The handset is on a call.
Put in charger	The battery is very low. Put the handset in the telephone base or charger for recharging.
Ringer muted	The handset ringer is muted temporarily during an incoming call.
Ringer off	The handset ringer is turned off.
Saved	Your selection has been saved.
Unable to call: Try again	The handset is out of range while on a call. Failed phone call (the telephone line is in use).
XX missed calls	There are new calls in the caller ID log.
** Paging **	All system handsets are being paged.

Appendix

Handset icons

	The battery icon flashes when the battery is low and needs charging.
	The battery icon animates when the battery is charging.
	The battery icon becomes solid when the battery is fully charged.
	There are new voicemail received from the telephone service provider.
NEW	The entry you are reviewing is new in the caller ID log.

Appendix

Battery

It takes up to 12 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in handset use (talking*)	7 hours
While not in use (standby**)	5 days

* Operating times vary depending on your actual use and the age of the battery.

** Handset is not charging or in use.

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps every 50 seconds while on a call.
- The handset beeps and **Low battery** displays on the handset.
- **Put in charger** displays on the handset.
- A battery is properly installed and the screen is blank.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

- Use only the batteries provided or equivalent. To order a replacement, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

Appendix

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.

My telephone does not work at all.

- Make sure the battery is installed and charged correctly (pages 3). For optimum daily performance, return the handset to the telephone base or charger after use.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the telephone base and the wall jack.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.
- Charge the battery in the handset for up to 12 hours.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use (page 4).
- Remove the battery and then install it again. If that still does not work, it may be necessary to purchase a new battery.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider.

There is no dial tone.

- Try all the above suggestions.
- Move the handset closer to the telephone base. It may be out of range.
- The telephone line cord may be defective. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider.

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing. It is normal if the handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.
- If other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

Appendix

Troubleshooting

My cordless handset isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different, working electrical outlet without a wall switch.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Low battery shows on the handset screen.

- Place the handset in the telephone base or charger for recharging.
- Remove the battery and then install it again. Use it until fully depleted, and then charge the handset in the telephone base or charger for up to 12 hours.
- If the above measures do not correct the problem, replace the battery.

The battery does not charge in the handset or the handset battery does not accept charge.

- Make sure the handset is placed in the telephone base or charger correctly.
- Remove the battery and then install it again, then charge for up to 12 hours.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use (page 4).
- Purchase a new battery. Refer to the **Battery** section (page 34).

The telephone does not ring when there is an incoming call.

- Make sure the ringer volume of the handset is not set to off (page 9).
- Make sure the telephone line cord and power adapter are plugged in properly (page 2).
- The handset may be too far from the telephone base. Move it closer to the telephone base.
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.
- Remove the battery and then install it again. Then place the handset in the telephone base or charger.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Troubleshooting

There is interference during a telephone conversation. My calls fade out when I am using the cordless handset.

- The handset may be out of range. Move it closer to the telephone base.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- The location of your telephone base can impact the performance of your cordless phone. For better reception, install the telephone base in a centralized location within your home or office, away from walls or other obstructions. In many environments, elevating the telephone base improves overall performance.
- Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I get noise, static, or weak signals even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

Appendix

Troubleshooting

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider.

I hear noise on the cordless handset and the keys do not work.

- Make sure the telephone line cord is plugged in securely.

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

The telephone does not receive caller ID while on a call.

- Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

Out of range or no pwr at base shows on the handset screen.

- The handset may be out of range. Move it closer to the telephone base.
- Make sure the power cord is securely plugged into the telephone base. Use a working electrical outlet not controlled by a wall switch.
- Reset your telephone by unplugging the power adapter from the telephone base. Disconnect the battery from the cordless handset. Wait for 15 seconds, then plug in the power adapter and install the battery again. Place the handset in the telephone base and allow up to one minute for the handset and telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Appendix

Troubleshooting

and New voicemail show on the handset display and I don't know why.

- If and **New voicemail** appear on the handset, your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from them. Contact your telephone service provider for more information on how to access your voicemail.

I cannot retrieve voicemail messages.

- If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

I have accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.

- While the phone is in idle mode or on a call, press **MENU** once then enter the code ***364#** and then press **OFF**.

Common cure for electronic equipment.

- If the telephone is not responding normally, put the cordless handset in the telephone base. If it does not respond, try the following (in the order listed):

  1. Disconnect the power to the telephone base.
  2. Disconnect the battery on the cordless handset.
  3. Wait a few minutes before connecting power to the telephone base.
  4. Install the battery again and place the cordless handset in the telephone base.
  5. Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    - When the power supply cord or plug is damaged or frayed.
    - If liquid has been spilled onto the product.
    - If the product has been exposed to rain or water.
    - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
    - If the product has been dropped and the telephone base and/or handset has been damaged.
    - If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

SAVE THESE INSTRUCTIONS

Appendix

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base and handset, the weather, and the layout of your home or office.

When the handset is out of range, the handset displays **Out of range or no pwr at base**.

If there is a call while the handset is out of range, it may not ring, or if it does ring, the call may not connect well when you press TALK. Move closer to the telephone base, then press TALK to answer the call.

If the handset moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the telephone base.

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

Appendix

Maintenance

Taking care of your telephone

Your cordless telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

Avoid water

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR often reduces or eliminates the interference.
- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC® seal

The RBRC® seal on the nickel-metal hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

Appendix

Limited warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase (“Consumer” or “you”) that the Product and all accessories provided in the sales package (“Product”) are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period (“Materially Defective Product”)?

During the limited warranty period, VTech’s authorized service representative will repair or replace at VTech’s option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech’s option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 on the next page); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty

How do you get warranty service?

To obtain warranty service, please visit our website at www.vtechcanada.com or call 1 (800) 267-7377.

NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See the installation instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone service provider or a qualified installer.

Appendix

FCC, ACTA and IC regulations

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited warranty. If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

The term ‘‘IC:‘‘ before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone base: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Handset: 2.4V Ni-MH battery Telephone base: 6V AC @ 300mA Charger: 6V AC @ 300mA
Memory	Handset directory: 30 memory locations; up to 30 digits and 15 characters Handset caller ID log: 30 memory locations; up to 24 digits and 15 characters

Index

A

About cordless telephones 43
Add a directory entry 22-23
Alphabetical search 24
Answer a call 16

B

Battery 3, 4, 34
Battery charging 4
Battery installation 3

C

Caller ID 26-31
Caller ID log screen messages 31
Call waiting 17
Chain dialing 19
Charger installation 2
Charging 4
Clear voicemail 13
Clock 11

D

Date 11
Delete a directory entry 25
Delete a redial entry 18
Dial a caller ID log entry 28
Dial a directory entry 24
Dial mode 15
Dialing pause 16, 22, 23, 25, 30
Directory 21-25
DSL filter 2

E

Edit a directory entry 25
End a call 16

F

Find handset 20
Flash 17

H

Handset layout 6-7
Handset locator 20
Handset icons 33

I

Icons 33
Implanted cardiac pacemakers 41
Important safety instructions 40
Installation 2, 3

K

Key tone 14

L

Language 12
Layout 6, 7, 8
Limited warranty 44-45
Listening volume 16

M

Make a call 16
Menu 9
Missed call indicator 27
Mute 17

O

Operating range 41
Operation 16-20

P

Paging handset 20
Parts checklist 1
Precautions for users of implanted cardiac pacemakers 41
Predial a call 16
Pulse dialing 15, 18

R

Redial 18
Review a caller ID log entry 28
Review the directory 24
Ringer 9, 10
Ringer tone 10
Ringer volume 9

Index

S

Safety instructions 40
Screen messages 31, 32
Set date and time 11
Settings 9-15
Store a directory entry 22-23

T

Technical specifications 47
Telephone base installation 2
Telephone base layout 8
Temporary tone dialing 18
Time and date setting 11
Tone 10, 14
Tone dialing 15, 18
Troubleshooting 35-39

U

Using the menu 9

V

Voicemail 13
Volume 9, 16

W

Wall mounting 5
Warranty 44-45
Website 20

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